

Transcript: Pamela

Blanc-4632878172651520-6243706663649280

Full Transcript

Um, I'm having a hard time hearing you. Can you hear me? Thank you for calling Benefits in Authority. This is Pamela speaking. How may I help you? I just had a couple questions. So when I logged in to the online portal, I saw that I have access to 24/7 online counseling. I was wondering, is that free? No, you have to pay for the insurance. I have the insurance, and I have the mental health benefit. Okay, so you wanna know, um... Who do you work for, ma'am? Crown. May I have the last four digits of your social? 7178. 7178? Oh, yeah. 7178. And your first and last name? Lacey Cain. Okay. Ms. Cain, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, you said the physical address? Yes, please. It is 1094 J. Harper Road, Louisville, Kentucky 42276, date of birth 09/09/2000. All right. Thank you for the information. Okay. So for the behavioral health, have you, um, registered online? Yes. Okay. So let me see how the... if they have any copay. Bear with me. One second, 'cause the system is not pulling up the information. Just bear with me. Let me clean up your file. All righty. I'm sorry to make you wait this long, ma'am. Okay, so- You're fine. Um, because you don't have any copay. Okay, so it would be free to do the phone counseling? Mm-hmm. Um, as, uh, you... Are you able to call that number? Do you have all the instructions? Okay. Um, how do I access that number? Um, do you have a pen, um, to, like, give us a number? Yes, I have a pen. So it's 888-507-0435. Okay. It was 0435? Yes, ma'am. All right. And I just have one more question. Um, when I pick up my prescriptions, I've been having to pay full price. Am, am I supposed to be paying full price? Um, on your ID card, you should have a phone number. It's called Pharma Bill. They are the, um, in charge of your medication, and they will be able to tell you if you're supposed to be... how much they cover, and if they cover that medication. Okay. Thank you. All right. No problem. Anything else I could do for you, ma'am? That'll be it. All right, thank you for giving us a call. Have a great rest of the day. Thank you. You too.

Conversation Format

Speaker speaker_0: Um, I'm having a hard time hearing you. Can you hear me?

Speaker speaker_1: Thank you for calling Benefits in Authority. This is Pamela speaking. How may I help you?

Speaker speaker_0: I just had a couple questions. So when I logged in to the online portal, I saw that I have access to 24/7 online counseling. I was wondering, is that free?

Speaker speaker_1: No, you have to pay for the insurance.

Speaker speaker_0: I have the insurance, and I have the mental health benefit.

Speaker speaker_1: Okay, so you wanna know, um... Who do you work for, ma'am?

Speaker speaker_0: Crown.

Speaker speaker_1: May I have the last four digits of your social?

Speaker speaker_0: 7178.

Speaker speaker_1: 7178?

Speaker speaker_0: Oh, yeah. 7178.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Lacey Cain.

Speaker speaker_1: Okay. Ms. Cain, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_0: Yes. Uh, you said the physical address?

Speaker speaker_1: Yes, please.

Speaker speaker_0: It is 1094 J. Harper Road, Louisville, Kentucky 42276, date of birth 09/09/2000.

Speaker speaker_1: All right. Thank you for the information. Okay. So for the behavioral health, have you, um, registered online?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So let me see how the... if they have any copay. Bear with me. One second, 'cause the system is not pulling up the information. Just bear with me. Let me clean up your file.

Speaker speaker_0: All righty.

Speaker speaker_1: I'm sorry to make you wait this long, ma'am. Okay, so-

Speaker speaker_0: You're fine.

Speaker speaker_1: Um, because you don't have any copay.

Speaker speaker_0: Okay, so it would be free to do the phone counseling?

Speaker speaker_1: Mm-hmm. Um, as, uh, you... Are you able to call that number? Do you have all the instructions?

Speaker speaker_0: Okay. Um, how do I access that number?

Speaker speaker_1: Um, do you have a pen, um, to, like, give us a number?

Speaker speaker_0: Yes, I have a pen.

Speaker speaker_1: So it's 888-507-0435.

Speaker speaker_0: Okay. It was 0435?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And I just have one more question. Um, when I pick up my prescriptions, I've been having to pay full price. Am, am I supposed to be paying full price?

Speaker speaker_1: Um, on your ID card, you should have a phone number. It's called Pharma Bill. They are the, um, in charge of your medication, and they will be able to tell you if you're supposed to be... how much they cover, and if they cover that medication.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: All right. No problem. Anything else I could do for you, ma'am?

Speaker speaker_0: That'll be it.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: Thank you. You too.